



Stephanie Page

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Please call the Staff Ombudsperson at (336) 278 - 5560 if you have questions or concerns.

Role of the Staff Ombudsperson

The Ombudsperson...

- Listens
- Coaches individuals to assist them in achieving their goals themselves
- Engages in shuttle diplomacy between individuals to assist communication
- Mediates to reach a mutually-created agreement
- Promotes a safe place to talk, to the extent provided by law
- Answers questions or helps find someone who can
- Helps analyze situations, and identify and evaluate options for resolving problems or conflicts in the workplace
- Remains impartial to ALL individuals
- Facilitates communication between individuals or groups
- Seeks to prevent negative conflict through early intervention

Types of Assistance Provided to Ombuds Office Visitors

- Individual Consultation
- Referral
- Mediation or Group Facilitation